Appendix B. SLWebmail End-User Manual

Administrators may wish to provide their end-users with the following instructions, although the same information is built into the help files provided with SLWebmail.

Introduction

SLWebmail allows you to send and receive email using only a web browser. These instructions explain how to use the SLWebmail pages to manage your email.

B.1 Sign in

The default login page for SLWebmail users is http://[IPOFSERVER]/SLWebmail/login.htm

When you open the SLWebmail home page, you are asked to login with your SLWebmail username and password.

Enter your account information and click *Login* to access your account. If you do not know your user name and password, you cannot login to use SLWebmail services.

The user name is case-insensitive. That is, it does not matter whether you type in capital or lower case letters. The password is case-sensitive. You must enter your password in the same case as when you created it. If SLWebmail rejects your login attempt, double-check whether the CAPS LOCK key on your keyboard is inadvertently turned on.

Note: Your password does not appear on the screen, for reasons of security. Instead, SLWebmail displays an asterisk (*) whenever you enter a character.

B.2 Retrieving Email

After a successful login, click on the *Receive* button in the left frame of the SLWebmail main page to begin downloading mail from the configured POP3 accounts. The *Unread* message folder is displayed listing the messages that you have received. All received emails are available from your *Inbox*.

B.3 Reading Email

In the *Subject* column, click on the message you wish to read. The text of the message will appear in a scrollable field. SLWebmail provides several different options for dealing with your email:

Reply allows you to respond to a received message. When you click the *Reply* button, the address of the received mail's sender will appear in the *To* field, and the text from the received mail will appear in the scrollable field, indicated by greater than (>) signs at the beginning of each text line. Type your reply in the scrollable field, just as you would if you were creating a new email message. (Refer to the section on "Writing Email" for more information.) If you would like to delete portions of the sender's email when responding to it, drag your mouse through the text you wish to delete. It will be highlighted. Click delete. After composing your reply in the scrollable field, click *Send.*

Reply to All is the same as *Reply,* except that your reply will also be sent to all of the recipients of the received email. That is, if the received email was addressed to you and three other people, when you click the *Reply to All* button, the addresses of the author and the three other recipients will automatically appear in the *To* field. After composing your reply in the scrollable field, click *Send.*

Forward allows you to send a copy of a received message to someone else. After you click the *Forward* button, the text from the received mail will appear in the scrollable field, indicated by greater than (>) signs at the

beginning of each text line. If you wish to add a message to the person you are forwarding the email to, you can type additional text in the scrollable field, just as you would if you were creating a new email message. Enter the address of the new recipient in the *To* field. Click *Send* when you are ready to send it.

Redirect also allows you to forward email you received to someone other than the original recipient(s) of the email. The difference is that the person you are forwarding it to will be able to respond directly to the originator of the email (rather than to you) when they click *Reply* in their email client. After you click the *Redirect* button, the text from the received mail will appear in the scrollable field. If you wish to add a message to the person you are redirecting the email to, you can type additional text in the scrollable field, just as you would if you were creating a new email message. Enter the address of the new recipient in the *To* field. Click *Send* when you are ready to send it.

Move allows you to move your email into a folder. SLWebmail allows you to create specific folders you can name whatever you wish. In the left frame, click *Add Folder.* In the text box beneath the Existing Folders List, type the name of the folder you wish to create. For example, if you would like to keep all the email regarding a particular subject (such as a project you are working on), you can create a new folder with the name of the project. As you receive email regarding that project, move it into the folder you have created. This will help keep your email organized.

Trash moves the email you have open to the Trash Bin. It does not actually delete the mail until you empty the Trash Bin. To view or permanently delete mail you have moved to the Trash Bin, click on *Trash Bin* in the side panel to the left. Place a check in the box next to the mail you wish to delete. After selecting all the mail you wish to delete, click the *Delete* button at the top of the page. Alternatively, if you change your mind and wish to move a piece of mail in the Trash Bin to a folder, select the email you wish to move, click the *Move* button, and a drop-down menu with a list of all existing folders will appear. Select the folder you wish to move the email to, then click *Move.*

B.4 Reading Attachments

When you receive email with an attachment, a link for the attached file will be displayed at the end of the message.

Viewing attachments within the browser

To view a file attachment, click the attachment link. The application will open within your browser, and the attachment file will automatically display.

Note: If the application that the file was created in is not installed on the machine you are accessing your email with; the attachment will not open.

Saving attachments

To save a file attachment, right-click the attachment link, and select *Save Target As*. When the *Save As* dialog box opens, rename the document and select the location where you wish to save it.

Replying to, forwarding or redirecting messages with attachments

If you forward or redirect a message that has file attachments, the files will be attached to the new outgoing message. When replying to a message that has file attachments, the attachments are not included in the reply.

Moving received messages with attachments

When you choose either the *Trash* or *Move* options for a received message with file attachments, the files remain attached to the message at the new location.

B.5 Writing Email

From the SLWebmail main page, click the *Compose* button to create a new email message. In the *To* field, enter a valid email address. (You may enter more than one email address, separated by commas and no spaces.) In the *CC* (for “carbon copy”) field, enter email addresses for those you wish to receive a copy of the email. The *From* field will reflect the email address the receiver may reply to. You may change the address in the From field if you wish to. In the *Subject* field, enter a short summary.

Next, draft the letter you wish to send in the message text area. You can use all of the edit features your web browser supports. Finally, click the *Send* button when you are finished.

To attach a document to your mail (such as a spreadsheet, image, or word processing file), go to the bottom of the screen. You may send up to three attachments. Either click the *Browse* button to locate the document or type the full path of the attachment in the provided text box. The attachment must be entered as the full path on your computer. For example, to attach a text file named instruct.txt that is stored on your C drive in a folder named Help, you would enter the following into the provided box: C:/Help/instruct.txt.

A copy of all the mail you send is kept in your Sent folder.

Note: Occasional cleaning out your Sent folder will help conserve your disk-space quota.

B.6 Deleting Email

There are two different ways to delete email:

To delete mail from your Inbox without opening it, click the check box next to all of the email you wish to delete, then click the *Delete* button at the top of the page.

Note: When you use the *Delete* button, it does not go into the Trash Bin and therefore it is not recoverable.

To delete mail you have open, you can click *Trash*. Then you must empty the Trash Bin to delete it permanently. To dump the Trash Bin, select the check box(s) next to the email you wish to permanently delete, then click the *Del* button at the top of the page.

B.7 Configuration

To change the options and settings for your account, click the *Configuration* button. (If nothing happens when you click the button, your system administrator has probably disabled it.)

SLWebmail allows you to consolidate all your mail from up to 20 different POP3 servers. You can change the addresses and user settings of the POP3 servers here.

Among the most important settings is the *Delete emails after receiving* option. By default, all email is deleted from the server after you have received it. If you want your email to remain on the server after you check it, select *No* to this option. This would make sense, for example, if you normally use an email client to receive mail from that POP3 server, but are temporarily using SLWebmail (for example, while on the road) and want all your mail left on the server for later retrieval by your usual client when you get back to the office.

B.8 Address Book

SLWebmail will keep an Address Book for you that contains email addresses as well as other pertinent information. To access the Address Book, click the *Address Book* button in the left frame of the main SLWebmail page.

To create a new entry in the Address Book, click the *New Address* button. After entering the information, click *Save.*

To revise an entry, click the *Change Address* button. Select the address you wish to revise from the drop-down box and make the desired changes, then click *Save.*

To delete an entry, click the *Delete Address* button. Select the address you wish to delete from the drop-down box. Click the *Delete* button.